

# 2001-03 Performance Progress Report

## For Quarter Ending December 2001

Agency 111

### Department of Personnel

#### Mission

The mission of the Department of Personnel is to support and facilitate state government's efforts to attract, develop, and retain a productive and diverse workforce that is capable of delivering quality services to the citizens of Washington State.

**Goal** Provide competitive, value-adding consultation, assistance, and service that is clearly focused on customer needs and outcomes, and is flexible with regard to process and regulation.

**Performance Measure** By survey, percentage of state agency customers reporting that they are satisfied or very satisfied with the services provided by the Department of Personnel during the past year.

Outcome	Fiscal Year 2002				Fiscal Year 2003			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				90%				90%
Actual								
Date Measured								

**Goal** Support workplace fairness and productivity by providing neutral dispute resolution services for collective bargaining related matters; and prompt, fair hearings of personnel issues.

**Performance Measure** Percentage of resolutions at mediation

Outcome	Fiscal Year 2002				Fiscal Year 2003			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				74.2%				74.2%
Actual								
Date Measured								

**Goal** Develop and administer job classification and compensation systems that are equitable for state employees and adaptable to agencies changing business needs, Recruit high quality and diverse candidates for state jobs as efficiently as possible.

**Performance Measure** Average number of weeks to establish a list of eligible candidates, from date of agency request.

Outcome	Fiscal Year 2002				Fiscal Year 2003			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				4.0				4.0
Actual								
Date Measured								